



# Online Business Account – How to correct an errored order

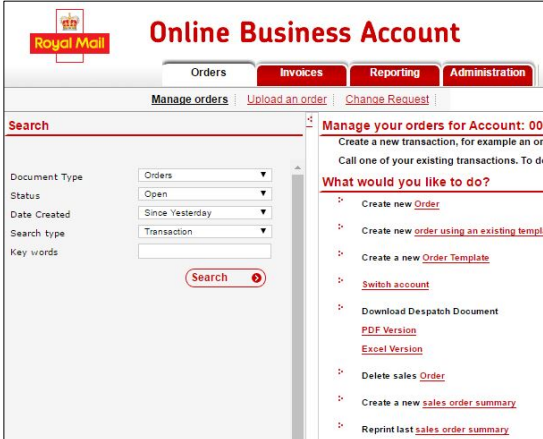
## Online Business Account – How to correct an errored order

There are times when you may need to correct an errored order, for example if you uploaded an order using the 'Order Upload' functionality.

Errors are usually due to an incorrect product, format or weight combination.

OBA can help you to identify what the error is. To do this, login to OBA and go the 'Orders' tab

In the 'Search' area to the left of the screen, type the order number that you have been advised has an error in the 'Key words' field and click on 'Search'.

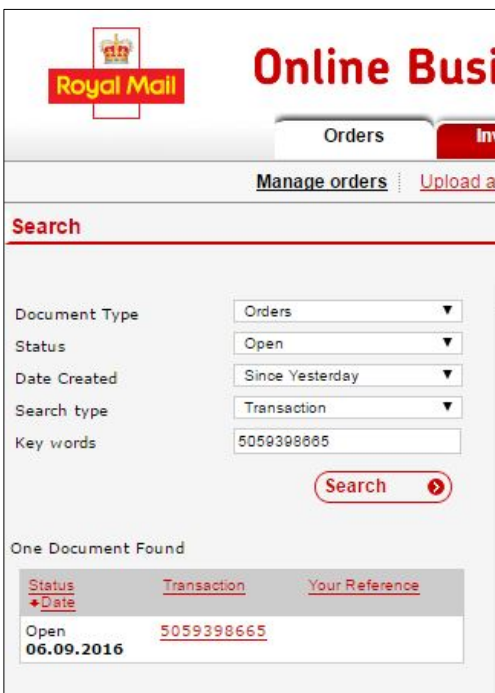


In the example right, we are using order number 5059398665.



The order number and the date it was created will appear below the 'Search' button.

Click on the sales order number, which is shown in the 'Transaction' column. The order will then appear.



| Status<br>+Date    | Transaction | Your Reference |
|--------------------|-------------|----------------|
| Open<br>06.09.2016 | 5059398665  |                |

**Online Business Account**
Home | Product A-Z | Order Mail Supplies

Orders
Invoices
Reporting
Administration

Manage orders
Upload an order
Change Request

**Search**

Document Type: Orders  
Status: Open  
Date Created: Since Yesterday  
Search type: Transaction  
Key words: 5059398665

**Order: 5059398665 from 06.09.2016 10:35**  
Your Reference/Manifest Id:  
Your Description:  
Overall Status: Open  
Delivery Status: Open  
Total Net Price: 1.60 GBP  
Shipping Costs: 0.00 GBP  
Taxes: 0.32 GBP  
Total Gross Price: 1.92 GBP  
Terms of Payment: 30 Days  
Posting Date: 06.09.2016  
Customer notice: Do you use a Post Office to handover your Royal Mail account mail? If so, please note for the safety and security of your mail, you must now handover your paperwork directly to a member of staff, along with your mail bags. For more information visit [www.royalmail.com/presentingmail](http://www.royalmail.com/presentingmail).  

|                          | Expand                                | Item | Product | Quantity | Description   | Surcharge | Net Price | VAT      | Total Price | Status |
|--------------------------|---------------------------------------|------|---------|----------|---|-----------|-----------|----------|-------------|--------|
| <input type="checkbox"/> | <input type="button" value="Expand"/> | 10   | STL     | 2        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><input type="button" value="Details"/>    | 0.00 GBP  | 1.60 GBP  | 0.32 GBP | 1.92 GBP    | Open   |
| <input type="checkbox"/> | <input type="button" value="Expand"/> | 20   | STL     | 3        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><input type="button" value="Details"/>    | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP    | Open   |
| <input type="checkbox"/> | <input type="button" value="Expand"/> | 60   | OLA     | 1        | INTERNATIONAL STANDARD ON ACCOUNT<br><input type="button" value="Details"/> | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP    | Open   |

One Document Found

| Status | Transaction | Your Reference |
|--------|-------------|----------------|
| Open   | 5059398665  |                |

In order to see what the errors are on the order, click on 'Change order'.

The screen will refresh and the order will show which lines of data have errors on them and will also provide a reason for the error.

**Order: 5059398665 from 06.09.2016 10:35**  
Account name: DEMO CUSTOMER  
Posting Date: 06.09.2016  
Customer notice: Do you use a Post Office to handover your Royal Mail account mail? If so, please note for the safety and security of your mail, you must now handover your paperwork directly to a member of staff, along with your mail bags. For more information visit [www.royalmail.com/presentingmail](http://www.royalmail.com/presentingmail).  

|   | Expand                                | Item   | Product | Quantity | Description   | Surcharge | Net Price | VAT      | Total Price                        | Status | Delete                                |
|---|---------------------------------------|--|---------|----------|---|-----------|-----------|----------|------------------------------------|--------|---------------------------------------|
| <input type="checkbox"/>  | <input type="button" value="Expand"/> | 10   | STL     | 2        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><input type="button" value="Details"/>    | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP<br>0.00 GBP / 1 EA        | Open   | <input type="button" value="Delete"/> |
| <input type="button" value="Details"/> Details for product are incorrect  |                                       |  |         |          |   |           |           |          |                                    |        |                                       |
| <input type="checkbox"/>  | <input type="button" value="Expand"/> | 20   | STL     | 3        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><input type="button" value="Details"/>    | 0.00 GBP  | 3.33 GBP  | 0.67 GBP | 4.00 GBP<br>1,110.00 GBP / 1000 EA | Open   | <input type="button" value="Delete"/> |
| <input type="checkbox"/>  | <input type="button" value="Expand"/> | 60   | OLA     | 1        | INTERNATIONAL STANDARD ON ACCOUNT<br><input type="button" value="Details"/> | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP<br>0.00 GBP / 1 EA        | Open   | <input type="button" value="Delete"/> |
| <input type="button" value="Details"/> Details for product are incomplete<br><input type="button" value="Details"/> Details for product are incorrect |                                       |  |         |          |   |           |           |          |                                    |        |                                       |
| <input type="checkbox"/>  | <input type="button" value="Expand"/> | <input type="text" value="Insert product code"/> |         |          |   |           |           |          |                                    |        |                                       |

To rectify the error(s), simply click on the 'Details' button on the first row that is showing as having an error. This will open up the product screen showing you the details for that mailing.

Look for the field that has a red asterisk as this shows you where the error is.

Manage orders | Upload an order | Change Request

### 1ST AND 2ND CLASS ACCOUNT MAIL

Selections

- ✓ Service Register Occurrence [Reset](#)
- 01
- ✓ Class of Mailing [Reset](#)
- First Class
- ✓ Royal Mail Format [Reset](#)
- Letter
- ✓ Total number of Items [Reset](#)
- 2
- ★ Average Item Weight [Grams] [Reset](#)
- 101
- ★ Max. Weight for Class/Format
- 100
- ✓ Signed For

[Check](#) [Reset](#) [Accept](#) [Cancel](#) ?

In the example above, there is a red asterisk on the 'Average item weight' field, where the weight has been entered as 101gms, the error message shows the 'Max weight for Class/Format 100' meaning that the maximum weight for a letter is 100gms.

To fix the error, simply click on the 'Reset' link at the side of the relevant field that needs correcting, in this case the 'Average item weight' field since the item actually weighed 100gms (if the wrong format had been chosen, you would click on the 'Reset' link at the side of the 'Royal Mail Format' field).

The screen will refresh and the 'Average item weight' field will be shown as empty.

Order: 5059398665 from 06.09.2016 10:35

Your Reference / Manifest ID (optional):  
Your Description (optional):  
Account number: 0069786000  
Account name: DEMO CUSTOMER

Posting Date: 06.09.2016

Overall Status: Open

Total Net Price: 4.37 GBP  
Freight: 0.00 GBP  
Taxes: 0.87 GBP  
Total Gross Price: 5.24 GBP  
Terms of Payment: 30 Days

Customer notice: Do you use a Post Office to handover your Royal Mail account mail? If so, please note for the safety and security of your mail, you must now handover your paperwork directly to a member of staff, along with your mail bags. For more information visit [www.royalmail.com/presentingmail](http://www.royalmail.com/presentingmail).

| Expand  | Item  | Product | Quantity | Description  | Surcharge | Net Price | VAT      | Total Price Unit Price             | Status | Delete |
|---|---|---------|----------|--|-----------|-----------|----------|------------------------------------|--------|--------|
| Expand  | 10  | STL     | 2        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><a href="#">Details</a>    | 0.00 GBP  | 1.04 GBP  | 0.21 GBP | 1.25 GBP<br>520.00 GBP / 1000 EA   | Open   |        |
| Expand  | 20  | STL     | 3        | 1ST AND 2ND CLASS ACCOUNT MAIL<br><a href="#">Details</a>    | 0.00 GBP  | 3.33 GBP  | 0.88 GBP | 3.99 GBP<br>1,110.00 GBP / 1000 EA | Open   |        |
| Expand  | 60  | OLA     | 1        | INTERNATIONAL STANDARD ON ACCOUNT<br><a href="#">Details</a> | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP<br>0.00 GBP / 1 EA        | Open   |        |
| <p>Details for product are incomplete<br/>Details for product are incorrect</p> |   |         |          |  |           |           |          |                                    |        |        |
| Expand  | <p>Insert product code<br/><a href="#">Product Search</a></p> |         |          |  |           |           |          |                                    |        |        |

5 New Items [Close order](#) [Update order](#) [Save order](#) [Confirm order](#)

Enter the correct weight, and click on the 'Check' button, which will ensure that the mandatory fields are completed correctly.

Then click on the 'Accept' button. If you are confident that the details are correct, you can just click on 'Accept' at the bottom of the page.



You will be taken back to the main order page, where you can see that the error message on Item line 10 has now disappeared because the error has been corrected.

**Order: 5059398665 from 06.09.2016 10:35**

Your Reference / Manifest ID (optional):   
 Your Description (optional):   
 Account number: 0069788000  
 Account name: DEMO CUSTOMER

Overall Status: Open

Total Net Price: 4.37 GBP  
 Freight: 0.00 GBP  
 Taxes: 0.87 GBP  
 Total Gross Price: 5.24 GBP  
 Terms of Payment: 30 Days

Posting Date: 06.09.2016

**Customer notice: Do you use a Post Office to handover your Royal Mail account mail? If so, please note for the safety and security of your mail, you must now handover your paperwork directly to a member of staff, along with your mail bags. For more information visit [www.royalmail.com/presentingmail](http://www.royalmail.com/presentingmail).**

| Expand | Item | Product | Quantity | Description                           | Surcharge | Net Price | VAT      | Total Price<br>Unit Price          | Status | Delete |
|--------|------|---------|----------|---------------------------------------|-----------|-----------|----------|------------------------------------|--------|--------|
| Expand | 10   | STL     | 2        | 1ST AND 2ND CLASS ACCOUNT MAIL<br>    | 0.00 GBP  | 1.04 GBP  | 0.21 GBP | 520.00 GBP / 1000 EA<br>1.25 GBP   | Open   |        |
| Expand | 20   | STL     | 3        | 1ST AND 2ND CLASS ACCOUNT MAIL<br>    | 0.00 GBP  | 3.33 GBP  | 0.66 GBP | 1,110.00 GBP / 1000 EA<br>3.99 GBP | Open   |        |
| Expand | 60   | OLA     | 1        | INTERNATIONAL STANDARD ON ACCOUNT<br> | 0.00 GBP  | 0.00 GBP  | 0.00 GBP | 0.00 GBP<br>0.00 GBP / 1 EA        | Open   |        |

Details for product are incomplete  
 Details for product are incorrect

Expand

5 New Items

If there is more than one error on the order, as in this example, you simply follow the previous process by clicking on 'Details' again. This will open up the product screen showing you the details for that mailing.

Look for the field that has a red asterisk as this shows you where the error is.

**INTERNATIONAL STANDARD ON ACCOUNT**

Selections General

Service Register Occurrence

60

International Region

International Format

Country Description

Destination Country Code

EUI

Total number of Items

1

Average Item Weight [Grams]

25

For the example above, for International items, the incorrect 'Service Register Occurrence' and 'Destination Country Code' have been entered in the upload file.

To fix this, click on the 'Reset' button at the side of the 'Service Register Occurrence' field.

**INTERNATIONAL STANDARD ON ACCOUNT**

Selections General

? Service Register Occurrence

▼

\* International Region

International Format

▼

\* Country Description

Destination Country Code [Reset](#)

EUI ▼

✓ Total number of Items [Reset](#)

1

✓ Average Item Weight [Grams] [Reset](#)

.25

Check Reset Accept Cancel ?

The field is now blank, to choose the correct 'Service Register Occurrence' click on the drop down list and choose the correct option.

**INTERNATIONAL STANDARD ON ACCOUNT**

Selections General

? Service Register Occurrence

01 ▼

\* International Region

International Format

▼

\* Country Description

Destination Country Code [Reset](#)

EUI ▼

✓ Total number of Items [Reset](#)

1

✓ Average Item Weight [Grams] [Reset](#)

.25

Check Reset Accept Cancel ?

www.rovalmail.com

Now click on the 'Reset' button at the side of the 'Destination Country Code' field. The 'Destination Country Code' field will disappear.

**INTERNATIONAL STANDARD ON ACCOUNT**

[Selections](#)

**Service Register Occurrence**  
01

**International Region**  
▼

**International Format**  
▼

**Country Description**  
▼

**Total number of Items**  
1 [Reset](#)

**Average Item Weight [Grams]**  
25 [Reset](#)

**Entry Required**

[Check](#) [Reset](#) [Accept](#) [Cancel](#)

Use the 'Country Description' drop down menu to choose the correct destination and format for your item.

**Orders** **Invoices** **Reporting** **Administration**

[Add an order](#) [Change Request](#)

**Country Description**  
 LARGE LETTERS EUROPEAN UNION  
 LARGE LETTERS NON EU  
 LARGE LETTERS REST OF WORLD  
 LETTERS EU  
 LETTERS NON EU  
 LETTERS REST OF WORLD  
 LETTERS REST OF WORLD ZONE 2  
 LRGE LTTR REST OF WORLD ZONE 2  
 PARCELS EU  
 PARCELS NON EU  
 PARCELS REST OF WORLD  
 PARCELS REST OF WORLD ZONE 2  
 POSTCARDS EU  
 POSTCARDS NON EU  
 POSTCARDS REST OF WORLD  
 POSTCARDS REST OF WORLD ZONE 2  
 PRINTED PAPER EU  
 PRINTED PAPER NON EU  
 PRINTED PAPER REST OF WORLD

**Total number of Items**  
1 [Reset](#)

**Average Item Weight [Grams]**  
[Reset](#)

In this example, we are sending a Parcel to an EU destination.

Click on the 'Check' button, which will ensure that the mandatory fields are completed correctly.

Then click on the 'Accept' button. If you are confident that the details are correct, you can just click on 'Accept' at the bottom of the page.

INTERNATIONAL STANDARD ON ACCOUNT


Selections



Service Register Occurrence
Reset

01


International Region

EUROPEAN UNION


International Format

Parcel


Country Description
Reset

PARCELS EU


Total number of Items
Reset

1


Average Item Weight [Grams]
Reset

25

Check
Reset
Accept
Cancel


You will be taken back to the main order page, where you can see that the error message on item line 60 has now disappeared because the error has been corrected.

You can now click on 'Confirm' if you have finished and do not need to any more data to the order.

You must now print a copy of the order and hand this over with your mail.